



TERRY L. STEWART - DIRECTOR

SEPTEMBER - 2001

United States Tragedy Touches ADC

The horrible and devastating events that occurred in New York City and Washington, D.C., on September 11, 2001, had a profound impact on virtually all aspects of American life. The Arizona Department of Corrections was no exception.

Prison Operations were affected such that the order was given to continue with controlled movement, but to slow the day's operations down. Staff were encouraged in a message by Deputy Director **Charles Ryan** not to force operational issues, and to be in an assessment mode by paying close attention to what occurred throughout the day in terms of staff and inmate behavior. Critical

Incident Stress Debriefing staff were activated to provide assistance to those who may have needed it.

"Obviously, this was a very emotional event, the likes of which we have never seen in our lifetimes," Mr. Ryan said.

September 11, 2001, ended without incident in the prisons. It was an unusually calm day because staff managed the population and one another, in a very prudent and sensitive fashion, according to Mr. Ryan.

For a number of employees in the Department it was a day they will never forget. Some of our employees share their reflections:

Wayne Gray, Inspections & Investigations

My son, Wayne Jr., is a private in the U.S. Army and assigned to the Pentagon. When information was announced over the television on the plane crash at the Pentagon, I was very concerned for his welfare, and was anxious to learn what area of the Pentagon was hit. When I learned the area hit was the area where Wayne was assigned, I became very worried and felt helpless. I could only depend on what I hoped he learned from me while growing up, and would do the right thing. It was around 11:00 a.m. (Arizona Time) when he called to say he was okay. He told me he was standing

between the outside and the next ring of the Pentagon when he heard the plane approach and then hit the building within forty feet from where he and another soldier were standing. Wayne was covered with glass and other debris, he was knocked back by the blast, and his ears were ringing. Once he regained his composure and knew he was not seriously injured, he entered the building to inform his supervisor and others they needed to evacuate the building because a bomb had exploded and the building was on fire. As he was evacuating the building, he saw two

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DIRECTOR'S PERSPECTIVE

by Terry L. Stewart



Maintaining a safe and secure environment within our prison system is not a luxury but a necessity

The recent horrific and tragic events have forced us as a nation to review our security practices and determine what we need to do to combat the threat of terrorism and ensure the safety of our citizens. As a country we stand at a very critical juncture and there is a lot of uncertainty about the future. More than ever there is a need to provide a safe and secure environment. Certainly, that holds true for the Arizona Department of Corrections.

As a state agency we have been asked to make serious budget reductions to meet the 4 percent cost cutting mandate from the Governor's Office. The budget cuts will help the State deal with an estimated \$250 million shortfall.

This has been a very difficult process to agree on priorities and it will also mean making some unpopular choices along the way. We have been challenged by state officials to come up with spending cuts that will help to minimize the State's budget deficit while at the same time not adversely impacting the safety of our staff and the public.

As our State's population continues to grow so do our number of inmates. Recent statistics reveal that since 1990, the Arizona adult correctional population in federal and state facilities has grown by more than 12,000. With the backlog of cases, especially ones related to DUI offenses, this could translate to serious overcrowding in our institutions in the months and years to come. Maintaining a safe and secure environment within our prison system is not a luxury but a necessity that the public deserves.

The reductions that we are proposing to the Governor's Office will preserve the proposed hiring bonus plan for Eyman, Florence, Phoenix and Perryville. Also, untouched in our proposed budget are employee raises. This area will only be looked at when all other measures have failed. According to Governor Hull's budget director, Tom Betlach, state employee raises would be targeted only as a last resort.

In the ensuing months, budget reductions will necessarily take their toll on the Arizona Department of Corrections as well as other state agencies. As always, **public safety and prison security** will remain top priorities.

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QWL-21 Status Report:

Index	Category/Description	Activity																																				
1.0	Major shift culture/Open dialogue	The Department's commitment to enhance communications between managers and employees continues to be actively pursued. The positive progress in this area is very evident from the feedback from employees during the Director's monthly Institutional visits, and with the measurable drop in disciplinary actions. Assistant Director Nancy Hughes met with parole staff in the Maricopa Northeast, Western, and the Prescott offices to provide information and listen to staff concerns.																																				
10.0	Safety and staff shortages/Parole Officers	The process of arming parole officers for personal protection is underway. Training and qualifying is scheduled to begin as soon as all weapons arrive.																																				
13.0	Paperwork	The new Personnel Action Transmittal Form, which was formerly the "303" has been replaced by Form Number 504-5PF. This form is available electronically via the ADCNET in a .PDF format (Adobe Reader) in compliance with DOI 14.																																				
16.0	Recognition/Peer to Peer	Final draft of DO #506 will be completed by late September.																																				
17.0	Pay	Total number of administrative adjustment requests for supervisor/subordinate pay issues, as of 08/31/01, is 132. The estimated dollar amount requested is \$529, 800. Status unchanged from last reporting period on the other two pay issues, included within this category: •COIII's, COIV's and Parole positions - Estimated dollar amount \$475,700. •Peer-to-Peer inequities (employees whose salaries are not comparable to others with similar education, experience and tenure with the agency) - Over 20 requests at over \$100,000.																																				
19.0	Investigations and Discipline/Managers Training	Revisions to DO #508, Employee Discipline. Submitted to Deputy Directors for review at Director Stewart's request. August's Mistakes and Misconduct:																																				
		<table> <tr> <th><u>Complex</u></th><th><u>Mistakes</u></th><th><u>Misconduct</u></th></tr> <tr> <td>ASPC-Douglas</td><td>5</td><td>1</td></tr> <tr> <td>ASPC-Lewis</td><td>7</td><td>12</td></tr> <tr> <td>ASPC-Safford</td><td>4</td><td>1</td></tr> <tr> <td>ASPC-Tucson</td><td>25</td><td>3</td></tr> <tr> <td>ASPC-Yuma</td><td>1</td><td>15</td></tr> <tr> <td>ASPC-Eyman</td><td>103</td><td>29</td></tr> <tr> <td>ASPC-Florence</td><td>17</td><td>6</td></tr> <tr> <td>ASPC-Perryville</td><td>8</td><td>7</td></tr> <tr> <td>ASPC-Phoenix</td><td>9</td><td>5</td></tr> <tr> <td>ASPC-Winslow</td><td>2</td><td>5</td></tr> <tr> <td>Total</td><td>181</td><td>84</td></tr> </table>	<u>Complex</u>	<u>Mistakes</u>	<u>Misconduct</u>	ASPC-Douglas	5	1	ASPC-Lewis	7	12	ASPC-Safford	4	1	ASPC-Tucson	25	3	ASPC-Yuma	1	15	ASPC-Eyman	103	29	ASPC-Florence	17	6	ASPC-Perryville	8	7	ASPC-Phoenix	9	5	ASPC-Winslow	2	5	Total	181	84
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ADC Employees on the Move

August Retirements

Leslie Allen, COIII ASPC-Perryville
 Joe Felix Barreras, COII ASPC-Safford
 William Bassett, COIII ASPC-Tucson
 Michael Cantelme, COIII ASPC-Perryville
 Angelo Daniels, DW-Ops ASPC-Lewis
 Mike Dunn, DW II ASPC-Phoenix
 Robert De Arman, COII ASPC-Eyman
 Jon Foote, COIV, ASPC-Safford
 Charles Graves, COII ASPC-Phoenix
 Dale R. Grim, Parole Officer W. Maricopa Parole
 Larry Grishaber, Lieutenant ASPC-Phoenix
 James A. Gregg, COII ASPC-Safford
 Steven F. Gudas, COII ASPC-Tucson
 Michael Hasson, COIII ASPC-Perryville
 Steve Heliotes, DW II ASPC-Tucson-Echo
 Robert Hirstius, COII ASPC-Florence
 James Hoy, Major ASPC-Perryville
 Almon King, PP Specialist Central Office
 Ronald Kirby, Parole Officer Central Office
 Tom Lamb, COII ASPC-Florence

James McFadden, Warden ASPC-Lewis
 Robert Mendez, Major ASPC-Douglas
 Tim Murphy, DW I Private Prisons Central Office
 Terry Nored, COII ASPC-Eyman
 Glen Parin, Warden ASPC-Tucson
 Danny Pipes, Parole Officer ASPC-S. Maricopa Parole
 Stewart Poole, Captain ASPC-Perryville
 Fred Allen Raines, Captain ASPC-Tucson
 Ronald Reno, Lieutenant ASPC-Tucson
 Barbara Rhodes, COII ASPC-Perryville
 Jim Rich, ADW ASPC-Florence
 Constantino Rodriguez, COII ASPC-Tucson
 Eugene Sandoval, Captain ASPC-Yuma
 Donald Schiavo, Lieutenant ASPC-Florence
 Frederick Seebold, Psych. Associate ASPC-Perryville
 Joseph Earl Seul, Captain ASPC-Eyman
 Linda Smith, Parole Officer NE. Parole
 Dan Vanelli, Warden ASPC-Winslow
 Ronald Wadley, Lieutenant ASPC-Tucson
 Dennis Worden, COII ASPC-Florence

Promotions

<u>Employee</u>	<u>New Title</u>	<u>New Institution</u>	<u>Employee</u>	<u>New Title</u>	<u>New Institution</u>
Travis Badgett	DW II	ASPC-Phoenix	Conrad Luna	DW II	ASPC-Eyman
Vivian Baltierra	DW II	ASPC-Tucson	Harley Maxson	DW III	ASPC-Phoenix
James Branch	DW III	ASPC-Tucson	David Mueller	DW III	ASPC-Lewis
David Cluff	Warden	ASPC-Winslow	Patrick O'Brien	ADW	ASPC-Phoenix
Greg Fizer	Warden	ASPC-Douglas	Russ Savage	DW III	ASPC-Eyman
Judy Frigo	DW III	ASPC-Florence	Dorothy Vigil	DW III	ASPC-Safford
Marjorie Goward	DW I	ASPC-Tucson	Frank Terry	Warden	ASPC-Lewis
Darrin Hays	DW II	ASPC-Phoenix	Ernest Trujillo	Warden	ASPC-Safford
Anna Jacobs	ADW	ASPC-Tucson			
Jack Lang	DW II	ASPC-Safford			



Transfers

<u>Transfers</u>	<u>New Title</u>	<u>New Institution</u>
Gustavo Basurto	DW II	ASPC-Safford
Charles Flanagan	Warden	ASPC-Tucson
Charles Goldsmith	Warden	ASPC-Eyman
Jeff Hood	Warden	Central Office
Karolyn McConnell	ADW	ASPC-Florence
Ruben Montano	ADW	ASPC-Eyman

From the Mailbag



Dear Warden Parin,

On behalf of the Youth Services team at the Volunteer Center of Tucson, I want to thank you for the tour of the Arizona State Prison Complex-Tucson on Friday, July 20, 2001.

I understand how busy your schedule is and value the time, attention and guidance you devoted to our tour. I appreciate the time you took to answer all of the AmeriCorps members' questions.

I would also like to congratulate you on the professional and well-informed staff you have at your prison. Some members of our group

were surprised at how kind the Corrections Officers were. Any previous negative stereotypes were quickly abolished after interacting with the officers at your prison. As a result of this tour, other members commented to me about how much respect they now have for Corrections Officers and the work they do. We were very impressed with the degree of compassion and professionalism exemplified by your staff.

The day spent at the Arizona State Prison Complex served as a profound educational experience for the AmeriCorps members serving in our

Youth Services programs. What they learned that day has directly influenced the work they do with at-risk youth in our community.

We appreciate being the first group of our size to be granted the privilege to tour your prison. I look forward to sharing this experience with a new team of AmeriCorps members next year. Thank you again for your time and commitment.

*Sincerely,
Jennifer Soyka
Director, Youth Services*

Dear Honorable Jane Dee Hull:

Please accept this letter of commendation on behalf of Mr. Charles Ryan, Deputy Director, Arizona Department of Corrections. Mr. Ryan is a class act, and clearly deserves recognition for his ingenuity and distinction.

Over the past four months, I have dealt with an issue regarding my friend who is incarcerated and an alleged work stoppage involving the shortening of a wall. We felt the system wasn't working for us. In fact, my friend's counselor at East Unit advised us to take this matter to higher authorities. That's when I initially contacted Mr. Ryan. Mr. Ryan is a busy man who could have blown me off, but did not. My dealings with Mr. Ryan during the time span of November

through March have given me respect and confidence for the position he holds. Mr. Ryan does his job and does it extremely well. He listens intently and gives his undivided attention. He kept me fully informed during this entire disciplinary/appeal process. His patience and courteous manner have left a lasting impression.

Here is a specific example of Mr. Ryan's professionalism and devotion to the public. This past October, I received a huge telephone bill - the result of a computer glitch in the phone system at the prison in Florence. I tried unsuccessfully to resolve this matter on my own. However, each time I contacted AT&T, I was invariably put on hold. No one ever responded to my calls. Mr.

Ryan and his top-notch staff were a tremendous help to me. I received a credit of \$876.19 on my December bill. I understand this happened to several other individuals in various parts of the country. I am sure they were as grateful as I was to receive a full and complete refund. I am indeed very appreciative and remain grateful to Mr. Ryan for his incredible level of service in this regard.

Mr. Ryan is a true ambassador of good will and deserves to be recognized on behalf of his extraordinary efforts in serving the community. I'd like to think of myself as Mr. Ryan's Number One fan, but I am well aware that I merely have a place in a very long line.

*Kind regards,
Nancy J. Foster*

Dear Deputy Director Ryan:

As Governor of Arizona I would like to commend you for your excellent service to our citizens. Your fine work with Ms. Nancy J. Foster of Saint Louis, Missouri, is a testament to your professionalism and dedication to public service. Your action

demonstrates that state service is more than just a government agency at work; it is compassionate staff members committed to the public good.

Thank you for exemplifying what state service is all about. Arizona's citizens and I are truly appreciative of

the assistance you provide to your clients. I am proud to add my congratulations to those of Ms. Foster for a job well done.

*Sincerely,
JANE DEE HULL
Governor*

An Inmate Trade that Sticks

When four ASPC-Tucson inmates were sent to prison they never thought they would be designing the very thing that initially hauled them off.

Now these four inmates, under the guidance of **Malcom McCumber** and **Sharolyn Benfell**, are transforming ordinary vehicles into custom designed vehicles with unique decals.

To date, this ACI work program has applied decals to many Arizona government and commercial vehicles including those belonging to the Tucson Police, the Tohono O' Odham Police and the Fire Departments and Maricopa County Sheriff's Office.

ASPC-Tucson's vehicle graphic unit, of the ACI sign factory, is a cost effective operation that is teaching inmates a worthy trade.

"This operation saves our Department, other government agencies and businesses a considerable amount of money. On average a commercial detail job on the outside will cost around \$1200," said Correctional Industry Specialist Malcom McCumber. "By using inmate labor, our average cost is somewhere in the neighborhood of \$280."

The auto graphic unit has the capability of both designing and applying logos, words and graphics to vehicles.

According to McCumber, once a car



An ASPC-Tucson inmate working on Tucson Police SUV

is received a computer image of the design is produced. After the design is produced, a computer-generated version of the newly-designed car is made. Once the design meets the customer's approval, the design is run through a machine that prints the image on to vinyl and cuts it to the appropriate size. The vinyl decal is

then applied to the vehicle.

"Inmates view working in the sign factory as a prestigious job. They not only like working in the graphic unit, they also learn a valuable skill," said McCumber. "Once they leave here they will be trained to work in a vehicle graphic or a sign factory earning about \$16 per hour."

ACI Helps Inmate Prepare for the Future

One of the objectives of the Arizona Department of Corrections and its prison industries program, Arizona Correctional Industries, is to provide inmates with marketable skills necessary to obtain employment once they are released.

In a letter recently sent to Arizona Correctional Industries Assistant Director **John Spearman**, an inmate commented on his experience with

Arizona Correctional Industries.

ACI has provided me with a viable trade. My ACI experience should not only allow me to earn a livable wage, but also be an asset to an employer looking for a well-rounded pre-press technician. One thing that doesn't show up in my resume is the work ethic I learned while employed with ACI. The workplace discipline found at any

ACI facility is a positive benefit that requires employees to adhere to shop regulations without question. On the surface this is an obvious method to maintain order in the workplace. The underlying benefit is that it creates an atmosphere of accountability and positive work habits that are reinforced by trust, responsibility and appreciation.

Gourmet Meals at ADC?



ASPC-Perryville Maintenance Technician Randolph Pinckney places his order

Lasagna, braised beef, chicken stir fry, pork chops, tacos, beef stroganoff, seared chicken breast and carne asada.

For four weeks in August and September, ADC employees enjoyed these gourmet meals cooked by female inmates at the ASPC-Perryville Officer Dining Room.

ASPC-Perryville Maintenance Technician **Randolph Pinckney** said, "I ate at the Officer Dining Room every day. The food was excellent. I wish they would keep this kitchen open all the time."

The food prepared at the Officer Dining Room was part of an inmate Culinary Arts Program administered by the Perryville Education Department and Rio Salado College. Through the program, enrolled inmates were given an opportunity to learn the principles and skills for professional cooking. Upon completion of the program, inmates earned college credit and certificates for Food Service Administration and Principles of Professional Cooking.

The culinary program consists of two sessions: an academic and a lab session. During the academic portion of the program, inmates work at their own pace. They take classes on nutrition, menu planning, food service safety and sanitation, principles of food and

beverage service and purchasing for food service systems until they are ready to work in the kitchen. The lab portion is a five-week training period requiring inmates to get hands-on experience working in the kitchen.

Barbara Carlton, a vocational instructor at Rio Salado College and a former chef at the Wigwam Resort in Phoenix, said, "I've trained many students, and the work done by these inmates is comparable. We use the same ingredients as Valley restaurants. The food is not the same state-issued food used in the inmate dining hall."

The culinary lab has returned to Perryville after a three-year absence.

According to Jo Jorgensen, a programs administrator from Rio Salado College working at Perryville, the program wasn't successful in the past because inmates didn't get hands-on training. The program became frustrating to inmates because they would participate in rigorous academic training, but they never had the chance to practice what they learned.

The goals of the program are to raise money for SECC and teach inmates a marketable skill.

"Upon release we want inmates to find cooking jobs other than fast food restaurants," said Jorgensen.

Intranet vs. Internet

By Tony Anderson, Web Support Manager

There has been some confusion lately between what is referred to as ADC's **intranet** and **internet**.

To distinguish one from the other the **intranet** is generally referred to as ADCnet and the **internet** is referred to as the ADCweb or web page.

ADCnet is a web-based tool providing internal department information to networked employees. ADCnet is strictly used for internal information. It is a closed system and cannot be accessed by the general public. All information provided on ADCnet can only be viewed from a computer attached to the Department's Wide Area Network.

Currently, the following sites have access to ADCnet: Central Office; ASPC-Lewis; ASPC-Tucson; SACRC, COTA, ASPC-Winslow; ASPC-Yuma; and numerous statewide parole offices.

The **ADCweb's** purpose is to provide information to individuals and organizations outside the department, as well as internally networked employees. For this reason, it is considered an open system.

The ADCnet provides a tool for the various organizations within the department to share information with the rest of the department. For example: the Policy and Research Bureau has placed the Director's Orders, and the Director's Instructions on the ADCnet; and Health Services has placed their technical manuals on this medium. Networked individuals within the department can access these documents whenever they desire. Since, this is a closed system, the public or individuals outside the department cannot view these documents.

At work the ADCnet can be seen at: <http://adcnet.adc.state.az.us> or <http://159.87.76.30>. The ADCweb can be seen at: www.adcprisoninfo.az.gov.

women who seemed disoriented and led them outside of the building to safety.

Wayne told me, "Dad, I thought I would be brave when I joined the Army, but I wasn't. I was scared."

My only response was to say, "Wayne, you did what was expected of you. You went in to tell others to evacuate and even assisted others out of the building. It would have been very easy to have run in the opposite direction for your own safety, but you didn't and that was a BRAVE act of courage. Don't ever be ashamed or think you weren't brave." Our son will always be our hero.

Dave Crickette, Information Technology

When I first heard the news Tuesday morning on the way to work that two planes had crashed into the World Trade tower I was concerned, but when they announced that another plane had crashed into the Pentagon, my level of anxiety increased. My daughter Shelly works in the Pentagon.

The Pentagon is a huge building, so chances were small it was near Shelly's area.

Upon arriving at work, the TV was on in the IT conference room, and I joined the group. When the TV announcer explained a plane hit the Army side, I immediately called my wife at home who was glued to the TV. She already was attempting to call Shelly at work, at home and on her cell, but all circuits were either dead or busy. We both became quite concerned and emotional.

At that point, all we could do was to keep trying to reach Shelly and say some silent prayers.

About three hours later, my wife finally reached Shelly at home. We were very thankful and relieved.

Shelly explained the events of that morning:

She normally arrives to work at 7:30 a.m. Shelly's office was just

to the left of the impact area and was completely destroyed with the ceiling collapsing on her work area.

Shelly had a meeting/coffee to go to that morning, so she did not go into the office first. As she was driving down the Interstate by the Pentagon, she was listening to the news about the World Trade Center towers. At that exact time, she heard a loud noise and watched the plane crash into the Pentagon near her office location. She then made a good decision to head straight home, where we finally reached her. Several of her friends and Officers are not yet accounted for.

Our final thoughts were that the good Lord was watching out for Shelly and it was not her "time" to go. Two lives were probably spared Shelly's and her baby.

Vincent Funari, Media & Public Relations

I thought to myself, "Oh my God, Joe." Joe Molinaro, is my friend who lives in New York, and is an accountant whose office was on the forty-sixth floor of the first World Trade Center tower to hit be hit by a hijacked airplane.

What tower does he work in? What floor does he work on? Was he working that day? Did he get to work on time? Is he seriously injured or dead? More thoughts that raced through my head as I continued watching the tragic events develop.

When I arrived at work, I began thinking the worst. I even told a co-worker, "My friend Joe works in the World Trade Center; he has to be dead."

Disturbed by the news, and what I had just told my co-worker, I left work to make some phone calls to find out if Joe was alive.

When I reached home, I immediately contacted Jeff Barker, a close friend living in New York. I asked him if Joe was alive, he told me, "Yeah, Joe is Okay."

The news brought tears to my eyes.

The next day, September 12, I spoke to Joe. He shared his experience with me.

If not for an 8:30 a.m. meeting across the street in the World Financial Center, I would have been in the World Trade Center when it all happened. My office was on the forty-sixth floor. I planned on going to my office following the meeting.

In the meeting, we heard a giant rumble. Moments later, a man came over the public address system and said, "Don't panic, sit tight. There has been an explosion in the World Trade Center."

Our meeting continued until the second explosion. Everyone in the meeting rushed to the window to see what was going on, but we couldn't see anything. At that point, we all decided to get out of the building.

When I got outside it was chaos. I looked up, and the World Trade Center was on fire and people were jumping out of the building. I thought we were being bombed. I had no idea the destruction was caused by hijacked airplanes.

Once I saw what was going on, I just started walking. When I got about a mile away, I saw the buildings collapse. I walked all the way home, which was about 100 blocks. The whole way home everyone in the streets was talking about what happened.

It wasn't until when I got home around 10 p.m. that I finally knew what really happened.

I didn't know of anyone who died, but several of my co-workers knew people that died. I can't believe the whole thing, I worked in that building for six years.

Today, I'm depressed and tired.

I've never had a friend who died. I'm very lucky, Joe wasn't the first.

Carol Zuccarello, Health Services

My mom and brother who live in Phoenix planned a trip to New York to visit my mom's friends.

My brother arrived in NYC on

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Saturday, September 8, and my mom arrived Monday night.

Thankfully, when my mom arrived they went to meet my sister at a hotel in New Jersey. The hotel overlooks the Hudson River and New York City.

Tuesday morning, from the window in their hotel room, they saw the first tower burning. Then they watched in absolute horror as a plane cut across the clear blue open sky and head straight into the second tower. My sister was screaming hysterically and my mom was crying as they witnessed each tower collapse, knowing that thousands of people had died right in front of them.

I was frantic Tuesday morning not knowing exactly where they were.

Thankfully, around 9:00 a.m. my brother called me at work to say they were okay.

Carolyn Bien, Training

My youngest daughter Suzy lives and works in the Washington D.C. area. As she was driving to work the morning of the tragedy, she could see the damaged part of the Pentagon. She said, "It's the most frightening thing I've seen in my life."

My oldest daughter Nancy lives and works in New York City. She sent me the following e mail right after the World Trade Center was hit:

Hi,

I have never seen anything like this and I hope I never do again. I was in Union square and watched as the world trade center fell to pieces before my eyes. So much black smoke. About 500 people watching with me spontaneously burst into tears. All the hospitals are closed off for 2-3 blocks around them. So many ambulances through the streets, you almost can't talk they are so loud.

People abandoning their cars on the FDR and walking. Traffic is stopped.

People running down the middle of second avenue screaming... I saw ambulances coming in from the World

Trade centers covered 2 inches deep in soot and with little burning parts of buildings hanging off them. All the subways, bridges, airports are closed. Even if you wanted to get off this island you couldn't..

Robbin Johnson, ASPC-Yuma Personnel Department

I am from New York and have family and friends there. Never would I have dreamed to turn on the television and see the World Trade Center on fire. I watched in disbelief and wondered how could this happen in the United States. After it all sank in that this was real, we started calling family members back home. We couldn't get through for what seemed like forever. When we finally did get through, my sister-in-law was in tears because she couldn't get in touch with her husband Johnny who was working at the Pentagon doing a reconstruction project. It would be several hours before we knew that he was all right. We also were anticipating my brother-in-law Ronnie who is a firefighter in New York State to be called to the City to help with recovery efforts.

I drove to work that morning completely numb with visions of the attack, the devastation, and the horror in my head all morning. I went home shortly after 1300 hours. We waited a good portion of the day to find out that Ronnie (the fire Fighter) was still on standby. It wasn't until about 2 p.m. that we finally got word that sometime Monday there had been a fire in Virginia and Johnny had been called away from the construction site of the Pentagon to go to the new site. We all felt such relief I don't think I could even put it in words the happiness, but also the guilt I felt for being so happy when there are so many still suffering and hoping for the safe return of their loved ones. Later in the week, my thoughts turned to those men and woman who gave their lives to this wonderful country so we could have the rights and privileges that we have today, and this Nation will rise up bigger and better than it has ever been. God Bless America!

ADC Portrait Artist



Jim Garrison adds the final touches to Brent Lumley's portrait

Portraits of fallen ADC employees **Jim Stiner, Dale Morey, Theodore Buckley, Robert Barchey, Paul Rast, Sandra Bachman and Brent Lumley** will forever grace the walls of the Arizona Department of Corrections.

Each ADC-commissioned portrait, displayed at units named after the fallen employees at ASPC-Lewis and Perryville, was painted by Mesa artist Jim Garrison.

Mr. Garrison, a figure drawing and painting teacher at Mesa Community College, was referred to paint the portraits by an ex-student. The student, Matthew Gorman, was one of the architects who helped build ASPC-Lewis.

Mr. Garrison holds a Bachelor of Sciences in Art Education from Indiana State University and a Master of Sciences from Purdue University.

Garrison's latest portrait of Brent Lumley can be seen at the Lumley Unit at ASPC-Perryville.

Also, photographs of Garrison's portraits can be viewed in the Central Office Display Case on the first floor of Building 1601.

As an Officer, it is not what I expected

By Paul Hamilton, CO II ASPC-Tucson

Working at St. Mary's Hospital is a unique experience for a Correctional Officer. It is a balancing act between security, the medical needs of inmates and the normal operations of a hospital.

The different aspects of the prison hospital ward are puzzle pieces that do not always fit together smoothly. It is the job of the correctional officer assigned there to find ways of adapting so the pieces fit without jeopardizing security of the health of the inmates.

The majority of time is spent in an environment that resembles a prison with locked doors controlling access and security cameras. Our assignment here is to escort and provide security for medical staff who are treating the inmates. To their credit, the nurses and

receive a shock when they find themselves restrained day and night.

We once received an inmate with no arms and legs. To comply with policy we had to be imaginative. It was decided if her wheelchair was restrained to the bed then we would be within policy.

Another challenge facing an officer occurs when you venture out of the secure ward to work in other parts of the hospital where anything can happen. We often must leave the secure ward to escort inmates for procedures such as chemotherapy, dialysis, X-rays or surgery. When you are in other areas of the hospital, you never know who you may meet or what you may have to deal with. This requires that you remain alert and on your toes. Will you see an inmate's brother who is perhaps planning to kill you so the inmate can escape, or a victim seeking revenge who wants to kill the inmate?

I have experienced things that I never thought I would while assigned to the hospital. I never dreamed I would have the opportunity, or nerve to watch Doctors open up a man's head and work on his brain or watch them amputate a leg. I've handed Doctors equipment as they've removed chest tubes and seen open heart surgery. I've witnessed the tragedy of inmates dying of disease or injury, and I've seen the miracle of a recovery when no one thought it was possible. This assignment is vastly different from what most officers experience.

It's not what I expected as part of a Correctional Officers' job when I signed on, but it has been a unique experience and a tremendous education.



A nurse attends to an inmate under CO Hamilton's watchful eye



CO Hamilton shackles an inmate

support staff do an excellent job of providing top medical care while working around the restrictions placed on them.

Since St. Mary's accepts every supervision level of inmates from trustee to death row from all complexes in the state, it is operated as a maximum security unit. All inmates are required to be restrained to their beds.

The security level of the ward often catches inmates by surprise. Inmates from minimum custody yards often think they will have it even better in the hospital, but when inmates arrive they

ADC Telemedicine Program Receives National Recognition

By Allison Banks-Conyers, Health Services

The Arizona Department of Corrections Telemedicine Program is another example of how the Department serves as a model for other corrections agencies around the country.

Recently, Arizona's statewide Telemedicine Program was unanimously awarded the 2001 President's Award at the American Telemedicine Association meeting. The award, given for the outstanding contributions in the field of telemedicine, is not only an honor for the program, but an example of the vision of ADC.

ADC, a major player in Arizona's Telemedicine Program, has used telemedicine since 1997.

The technology assists the Department in providing health care to the inmate population by allowing for off-site medical specialists to conduct consultations by using video conferencing.

ADC Adds Employee Resource Page

By Annemarie Smith-Whitson, Employee Grievance Coordinator

The Arizona Department of Corrections realizes employees are a valuable part of the Corrections team who may have work-related concerns that cannot always be resolved through the efforts of teamwork.

Understanding the importance of employees questions and concerns, the Arizona Department of Corrections added an Employee Resource web page to the ADC web site to familiarize staff members with the grievance process.

Whether they are at home or work, employees can access the web page, if they have Internet access. The Employee Resource web page is accessible through the ADC "Jobs & Resource" link on the Official ADC web site or it may be accessed directly at <http://adcprisoninfo.az.gov/Diversity.htm>.

The page includes: Department Orders 517 Employee Grievances, and 514 PACE, which specifically address the employee grievance process and provide a method by which employees can resolve their work-related problems fairly, quickly and at the lowest possible organizational level, a statement on the value of diversity in the workplace, active links to the relevant employee grievance policies, grievance forms, frequently asked questions, and e-mail and telephone contact information for the ADC Employee Grievance Coordinators **Oliver Nowlin** and **Annemarie Smith-Whitson**.

ADC Office of Equal Opportunity want to provide readily available information on employee grievances to all staff within the Department.

The mission of the OEO is to ensure all employees within ADC are afforded a work environment that is free from discrimination.

If you have a specific comment or question, or you would like some assistance concerning the employee



Employee Grievance Coordinators Oliver Nowlin and Annemarie Smith-Whitson browse the Employee Resource web page

grievance process, you may contact the Employee Grievance Coordinators at:

The Arizona Department of Corrections Office of Equal

Opportunity, (602) 542-3419 or by e-mail at:

Oliver Nowlin

onowlin@adc.state.az.us

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During a recent meeting, AFSCME Local 3188 presented to Director **Terry L. Stewart** a plaque of appreciation for his efforts in advancing the profession of Correctional Officers within the professional law enforcement community of Arizona by changing the concealed weapons law to cover Correctional Officers, the re-implementation of step raises and the 20-year retirement.

Pictured above left to right: **Pete Chavez, Carl Williams, Robert Blackmer, Steve Miller, Kathy Conner-Contreras, Director Stewart, David Lee, Pat Shelton, David Alvarado and Sam Stockard.**

